

August 10, 2005

VIA ELECTRONIC FILING

Marlene H. Dortch, Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

RE: Subscriber Notification and Acknowledgement Status and Compliance Report
of Constant Touch Communications, LLC, WC Docket No. 05-196

Dear Ms. Dortch:

Constant Touch Communications, LLC ("Constant Touch"), through its undersigned counsel and in compliance with the Commission's *VoIP E911 Order* ("Order") and the Public Notice issued by the Enforcement Bureau on July 26, 2005 ("Public Notice"), submits this report to advise the Commission of the status of Constant Touch's efforts to comply with Commission Rule 9.5(e).

As required by the Public Notice, Constant Touch responds to the following questions set out in the Public Notice:

1) A detailed description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers.

Constant Touch has notified customers of their obligation to provide affirmative acknowledgement via both postal mail and e-mail. A bulletin has also been placed on Constant Touch's website for new purchases and requires acknowledgement by having customers make a checkbox entry. In addition, Constant Touch is in the process of adding a notification on the customer's Account Page on its website. Constant Touch has taken the following steps to

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provide the notifications to all of the Company's customers, new and existing, required under Rule 9.5(e)(1):

- Postal Mail and E-mail: Constant Touch provided a copy of the Company's customer notification of 911 and E911 service limitations to all customers by both e-mail and first-class mail between July 8 and 10, 2005. Reminder notices were sent to subscribers who had not provided acknowledgement via e-mail and first-class mail the week of August 1, 2005.

2) A quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgement by August 29, 2005.

As of August 1, 2005, Constant Touch has obtained affirmative acknowledgement from approximately 90% of its subscriber base. Constant Touch cannot predict with precision what its final response rate will be, but estimates that 5% of its customers will still not have provided affirmative acknowledgement by August 29, 2005.

3) A detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (i.e. e-mail, U.S. mail).

Constant Touch has distributed warning labels to all of its existing subscribers. Those labels, along with appropriate instructions that advise the subscriber to place the labels on or near the customer premises equipment, were delivered to subscribers between July 8 and 10, 2005 by first-class mail. Constant Touch has also provided warning labels to all new subscribers who signed up for service beginning on August 1, 2005, to ensure that those new subscribers would receive the required labels on a timely basis. These labels are placed on the equipment prior to shipping.

4) A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in [Question 1] and/or to whom the provider did not send warning stickers or other appropriate label as identified in [Question 3].

Constant Touch has sent advisories and warning labels to 100% of its subscribers.

5) A detailed description of any and all actions the provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VoIP service with the Company no later than August 30, 2005.

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Constant Touch is continuing its campaign to contact and obtain affirmative acknowledgment from all of its subscribers. Constant Touch continues to send out notices by postal mail, e-mail, website posting, fax, and telephone to subscribers who have not yet submitted an affirmative acknowledgment by August 29, 2005.

As detailed in response to Question 2, Constant Touch expects that despite its diligent efforts, the Company will not be able to obtain affirmative acknowledgment from some of its subscribers by August 29, 2005. For those customers that do not provide affirmative acknowledgment, on August 30, 2005, Constant Touch currently plans to disconnect subscribers from their service until affirmative acknowledgment is provided.

6) A detailed description of how the provider is currently maintaining any acknowledgements received from its subscribers.

Constant Touch tracks acknowledgements on its website server for new customers and maintains e-mail and postal mail acknowledgements obtained from existing customers.

7) The name, title, address, phone number, and e-mail address of the person(s) responsible for the Company's compliance efforts with the VoIP E911 Order.

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Respectfully submitted,




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Best Copy and Printing, Inc.

I, Carl Maybin, state that I am President and CEO, of Constant Touch Communications, LLC; that I am authorized to submit this report on behalf of Constant Touch Communications, LLC; that the foregoing filing was prepared under my direction and supervision; and I declare under penalty of perjury that this report is true and correct to the best of my knowledge, information, and belief.


Name: Carl Maybin
Title: President and CEO
Constant Touch Communications, LLC